

ABSTRACT

Employing Speech Recognition and Key Words to Improve Customer Service

The invention comprises capturing a customer's speech, recognizing a key word in the customer's speech, searching a database, and retrieving information from the database. The retrieving is a real-time process, completed during a conversation involving the customer and a customer service representative. Examples include methods employing computerized speech recognition and key words to improve customer service, systems for executing methods of the present invention, and instructions on a computer-usable medium, or resident in a computer system, for executing methods of the present invention.